Complaints against BSNL in North-Eastern region

3735. SHRI DWIJENDRA NATH SHARMAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of complaints received by Government against the functioning of BSNL in the North-Eastern Region since January, 2004 and till-date, State-wise; and

(b) the necessary steps being taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) State-wise total number of complaints (including telephone fault complaints) received by Government against functioning of BSNL in Northern Eastern region from January, 2004 to March, 2005 is as follow:

Sl. No.	Name of State	Total complaints
1	Assam	679352
2	*Nagaland	69831
3	*Manipur	56785
4	*Arunachal Pradesh	57509
5	Meghalaya	84969
6	Mizoram	70257
7	Tripura	30966

* Figures are of complaints up to February, 2005.

(b) Following steps are taken progressively by the BSNL to improve the services and thereby reducing the number of complaints.

1. Connecting all exchanges on reliable digital media.
2. Replacement of underground paper core cables by other systems in phased manner.
3. Creation of poleless network.
4. Opening of more telephone exchange Remote Subscriber Unit/ Remote Line Unit (RSUs/RLUs) in multi-exchange network thereby reducing exchange area size.
5. Introduction of Wireless in Local Loop system, Digital Line Concentrators.

6. Conversion of Single Base Module (SBM) exchange into RSUs exchanges.

7. Conversion of C-DOT 256 Port exchanges into Access Network Rural-Automatic Exchanges (AN-RAXs).

8. Centralized fault booking at Short Distrance Charging Centre/Long Distance Charging Centre (SDCC/LDCC).

9. Provision of maintenance free battery sets and Engine Alternators for back-up power supplies.

10. Provision of extended maintenance free battery with WLL-FWT (Wireless in Local Loop-Fixed Wireless Terminal) for providing longer talk time and standby time, in future supplies.

11. Annual Maintenance Contract (AMC) entered for WLL equipments working in rural Area including FWTs and provision of AMC in new supplies.

12. Battery charger of WLL-FWT to operate in the voltage range of 90-300V, in future Supplies.

Improvement in the cellular services in Bihar

†3736. SHRI MANGANI LAL MANDAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the cellular services of Bharat Sanchar Nigam Ltd. have become so poor in Patna and other district headquarters of Bihar that often, the network does not function and has technical problems;

(b) if so, the reasons therefor; and

(c) by when these problems are likely to be rectified?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) Sir, BSNL has provided 2,39,835 number of cellular mobile connections in Bihar including 55,756 in Patna. Due to full utilization of the network capacity, congestion in the mobile network has been observed sometimes dring the busy hours in Bihar including Patna. There are no other technical problems with the network.

†Original notice of the question was received in Hindi